



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

March 9, 2023

Dear County Directors of Social Services

Attention: Directors, Child Welfare Program Administrators/Managers, and Supervisors

Subject: Quarter 4 Regional CQI Meetings

REQUIRED ACTION: Information Only Time Sensitive Immediate

Purpose: Schedule for Quarterly Regional CQI Meetings

The Regional CQI meetings continue to be productive and successful due to the thoughtful participation of both county partners and other stakeholders. The families, youth and children of North Carolina deserve the intention and focus that CQI provides, when the full CQI cycle is engaged.

This quarter we will apply the CQI cycle to a selection of the well-being items on the OSRI:

- Item 14 – Caseworker visits with child
- Item 15 – Caseworker visits with parents
- Item 17 – Physical health of child
- Item 18 – Mental/behavioral health of child

NCDSS continues to make every effort to choose locations that are easily accessible and NCDSS invites feedback regarding locations.

The dates for the Q4 Regional CQI meetings are as follows:

- Region 1: 5/9 Jackson Co DSS
- Region 2: 5/8 Burke Co (Foothills Higher Education Ctr)
- Region 3: 5/24 Guilford County DSS, Greensboro Office
- Region 4: 5/1 Moore County (Aberdeen Parks and Recreation)
- Region 5: 5/17 Franklin County (Franklin Plaza)
- Region 6: 5/4 Pender County (Pender County Cooperative Extension)
- Region 7: 5/15 Pasquotank County DSS

Purpose: The Regional CQI working meetings will continue to provide an opportunity for counties to interact and connect with both NC DSS and other county agencies. The goal is that attendees will leave with specific strategies to improve outcomes for children and families. Each quarter, we will address a specific child welfare outcome using the CQI process.

Process: This quarter we will begin by providing feedback on some concerns and questions that have been raised at the previous CQI meetings. We will then check in on the “Monitor Progress” step of the CQI cycle.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Each county will share strategies they have implemented to improve either Repeat Maltreatment or Placement Stability, with an emphasis on barriers encountered and steps taken to overcome those barriers. Next, we will begin to explore data, root cause, and possible solutions to the items from the OSRI listed above. We will continue to use large and small group discussions.

County, regional, and statewide data will be gathered and distributed to counties in each region approximately two weeks prior to the meetings so the data can be reviewed ahead of time and county staff can consider what additional, internal data they have that will contribute to better understanding of the issues. County staff are encouraged to bring data to the meetings so that the larger group can consider its meaning and discuss possible solutions.

Attendance: Because the meeting topic will be targeted, we ask that counties thoughtfully consider who should attend these meetings. If you have CQI staff or others who are familiar with the CQI model and how it is used in your agency, they will be helpful to include.

Each agency should determine the best people to send to the meetings respective to the meeting agenda topics. This quarter's meetings will focus on visits across all programs, as well as physical health and mental/behavioral health.

Logistics: Counties should plan to attend the meeting in their region and bring appropriate staff depending on the agenda items. All meetings will be from 10 AM – 3 PM and will include time for a working lunch. Participants should bring their lunch or make plans to go out and pick something up. Lunch will be 40-45 minutes, during which a slideshow with reminders and helpful information will be played. This will allow us to maximize our time.

If you have questions and/or suggestions for either agenda items and/or future meeting locations, please contact Holly McNeill at holly.mcneill@dhhs.nc.gov.

Peter L. West,
Peter L. West
Section Chief for County Operations
Division of Social Services

Cc: Susan Osborne, Assistant Secretary for Human Services
Lisa Tucker Cauley, Senior Director of Human Services
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